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2014 Annual Report: Evaluation of Key Indicators

**ASEAN Connectivity through Trade and Investment
(ACTI)**

2014 Annual Report: Evaluation of Key Indicators

ASEAN Connectivity through Trade and Investment (ACTI)

Compiled for

USAID/RDM Asia and
ASEAN

Under Contract

AID-486-C-13-00004

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April 21, 2015

This publication was produced by Nathan Associates Inc. for review by the United States Agency for International Development

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Evaluation of Key Indicators

While ACTI's M&E plan was not formally accepted by USAID until after the end of FY2014, ACTI has been collecting M&E data since the beginning of the project. This document reports on the data collected from the beginning of the project to September 30, 2014 for the indicators included in ACTI's approved M&E plan. In the future, this annual report will also include summaries of our qualitative data collection from follow up surveys on our activities.

Work stream 1: ASEAN Single Window (ASW)

The expected result for this work stream is the operationalization of the ASEAN Single Window. Key deliverables for 2014 focused on preparatory work such as reaching agreement on which ASEAN Member States were ready to participate in the ASW, feasibility studies for the hosting of regional servers, and designing specifications for bidding documents for the AMS software. Most outcome indicators will not be apparent until 2016 after the system goes live in 2015.

1. Key Performance Indicators

KPI results for FY14 specific to this work stream are summarized in Table 1 below. This table does not include the three work stream specific indicators for the ASW that are only relevant once the ASW is established in late 2015.¹

Table 1: ASW Work Stream FY14 Result Table

Outcomes			Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:	Indicator	Target:	Actual:
OC1. Policy adopted	1	1 Protocol for the Legal Framework for the ASW	OT1. person-hours of training provided	700	774	IT1. Days of technical assistance provided	340	486
OC2. Number of AMS implementing guidelines	2	0	OT2. % of workshop participants increased capacity	80%	84%	IT2. Studies completed	6	2 Myanmar and Cambodia Legal Gap Analyses

NB: Targets are for FY14 per approved M&E Plan. Actuals are from November 2013-September 2014.

As can be seen from the table above, in 2014 the OC1, OT1 and OT2 indicators were near to targets. There were more significant deviations for the other three targets:

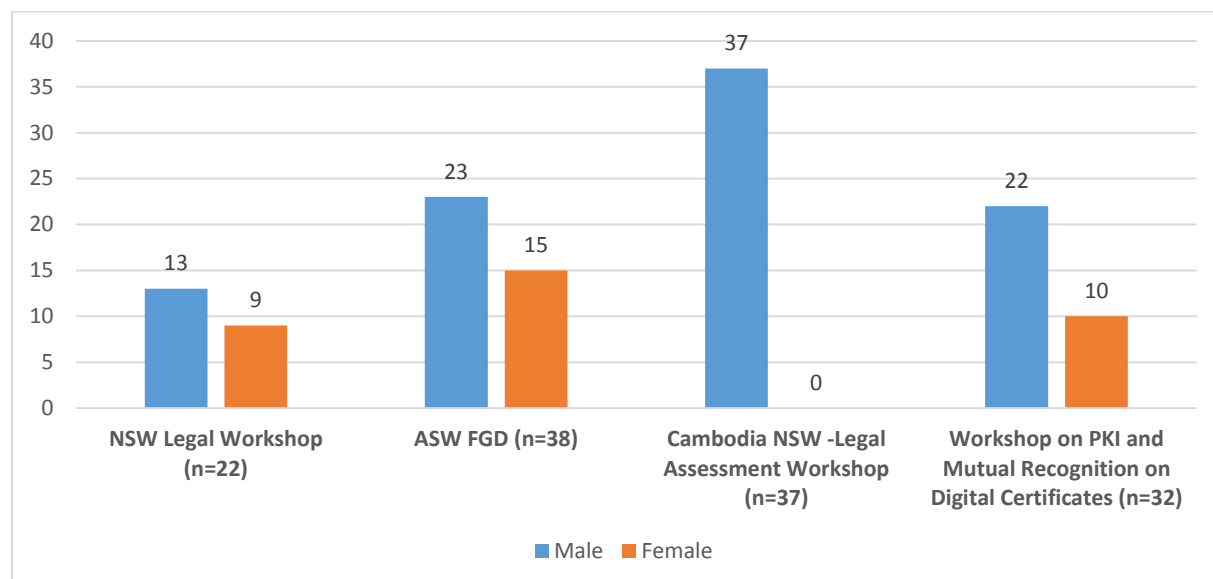
¹ These outcome indicators are: 1.1.1 Number of member states participating in the ASW, 1.1.2 Number of messages transmitted over the ASW, and 1.2.1 Number of member states integrating ASW data into risk management systems.

- *OC2: Number of AMS implementing guidelines*- the target was missed because the underlying policy, the Protocol for the Legal Framework (PLF) for the ASEAN Single Window, was not completed by ASEAN until the end of the fiscal year and thus it was not possible for countries to implement the Framework in 2014. This was beyond the control of the project.
- *IT1: Days of technical assistance provided*- the target was substantially exceeded because we had under-estimated the input to the Work Stream by the COP and by consultants for the year.
- *IT2: Number of studies completed*- the target was not met due to delays in the launch of the Information Process Modeling Study. This was caused by the time required to reach consensus among ASEAN Member States as on the specific items to be included in the study and was beyond the control of the project.

2. Training Statistics

A total of 129 participants (95 male/ 34 female) attended 4 trainings on ASW-related topics between November 28, 2013 and September 30, 2014. Of these trainings, two were held in Myanmar and one each in Cambodia and Indonesia. The number of attendees, disaggregated by sex, for each of the workshops is shown in Figure 1 below. This represents 774 person hours of training. The low level of female participation in the Cambodia workshop was of concern to ACTI and the project will work more closely with counterparts in the future to ensure more equal representation.

Figure 1: Male/Female Attendance at ASW Trainings in FY14



a. Level of Satisfaction

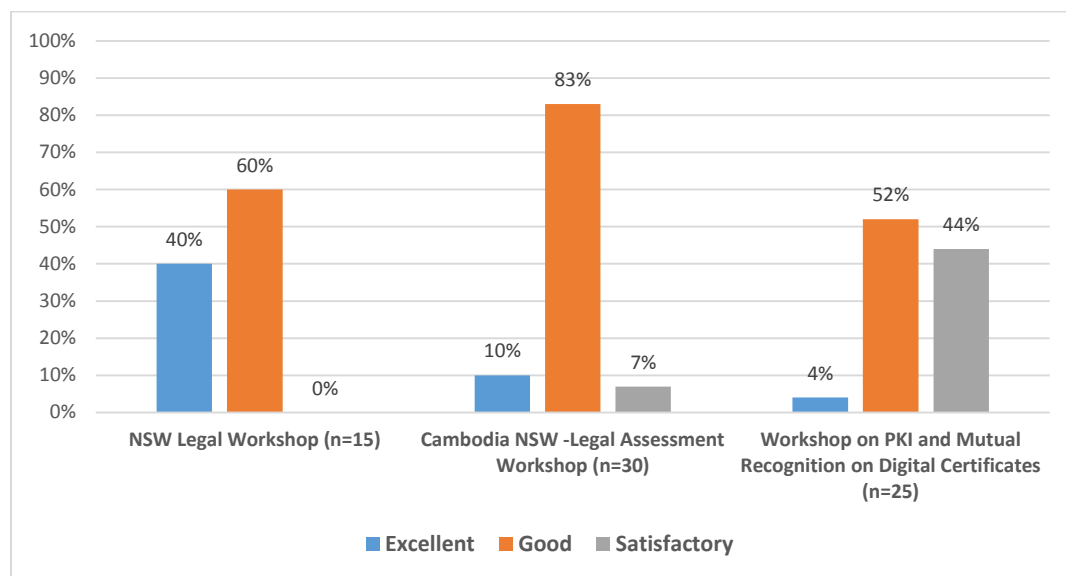
ACTI implements a feedback form at all trainings and workshops that are designed to introduce concepts or ideas². Based on this feedback, participants were generally satisfied with the workshops, as reported in the Activity Summary and Evaluations. Only the PKI workshop had significant numbers of respondents selecting “satisfactory” rather than “excellent” or “good.” This workshop covered a

² No feedback form was circulated at the training “ASW FGD” as it was designed to encourage consensus among participants rather than introduce new concepts or ideas.

particularly contentious issue among the ASEAN Member States which may have contributed to the lower level of overall satisfaction with the workshop. No respondents selected “unsatisfactory” or “poor” for any workshop.

Figure 2 below shows the overall levels of satisfaction with the 3 workshops for which data was collected during this reporting period. The average response rate to this questionnaire was 76% of all participants.

Figure 2: Overall Satisfaction with Workshop/Training

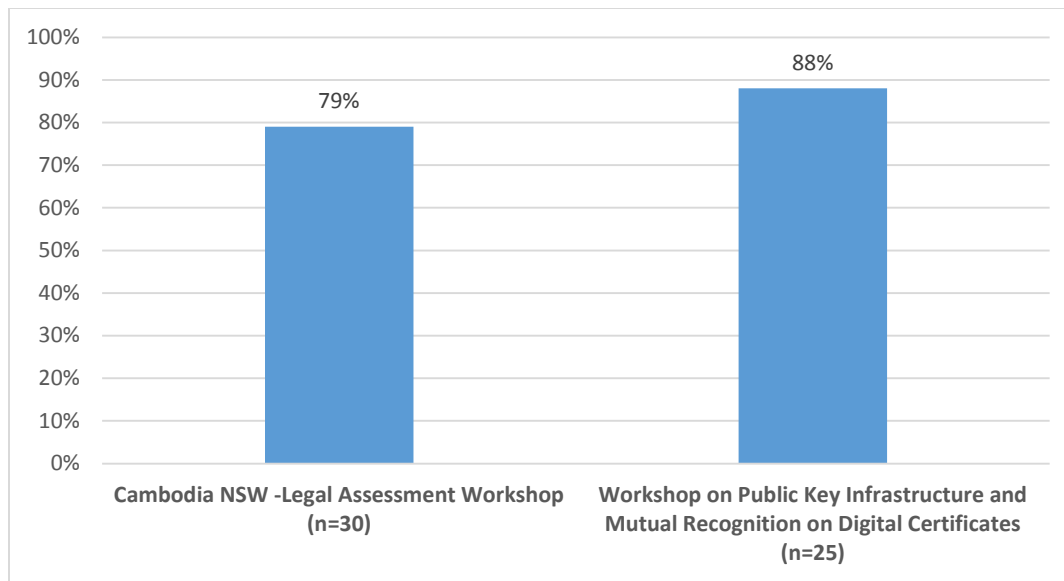


b. Knowledge Gained

ACTI also implements pre- and post-workshop questionnaires to generate data for Indicator OT2. The indicator measures the proportion of participants in these trainings reporting that they increased their capacity (defined as an increase of more than 10% improvement in level of knowledge). The average for the four trainings³ where this data is available for FY14 was 84%, surpassing the target of 80%. The results for individual workshops is shown in Figure 3 below.

³ These questionnaires were not implemented earlier in the program, prior to submission of the M&E Plan to RDMA.

Figure 3: Respondents Reporting Knowledge Gained (%)



Work stream 2: Trade and Investment

The expected result for this work stream is that trade and investment policies supported by ACTI are adopted by ASEAN Member States (AMS). Key deliverables for 2014 included a series of workshops on medical device regulation, (building on 4 workshops on medical devices held in FY2013), the ASEAN Harmonized Tariff Nomenclature, International Investment Agreements, and the Second ASEAN-U.S. Business Summit. Outcomes were not expected this early in implementation and will begin to evidence once agreements have been reached with AMS.

1. Key Performance Indicators

KPI results for FY14 specific to this work stream are summarized in Table 2 below.

Table 2: T&I Work Stream FY14 Result Table

Outcomes			Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:	Indicator	Target:	Actual:
OC1. Policy adopted	0	0	OT1. person-hours of training provided	7,000	7,518	IT1. Days of technical assistance provided	250	314
OC2. Number of AMS implementing guidelines	0	0	OT2. % of workshop participants increased capacity	80%	95%	IT2. Studies completed	0	0
			OT3. Number of activities completed	6	7			

NB: Targets and actuals are for FY14 only.

The results for the KPIs show that targets for 2014 were largely exceeded in this work stream. Increased capacity of workshop participants was surpassed by 10% and one more activity was completed than was originally expected. A workshop on medical devices and a series of services workshops planned for FY2014 were postponed accounting for the shortfall in person hours training provided. These workshops will be held in FY 2015. Number of Days of Technical Assistance provided significantly exceeded as ACTI underestimated resident advisor inputs into this work stream for FY2014.

2. Training Statistics

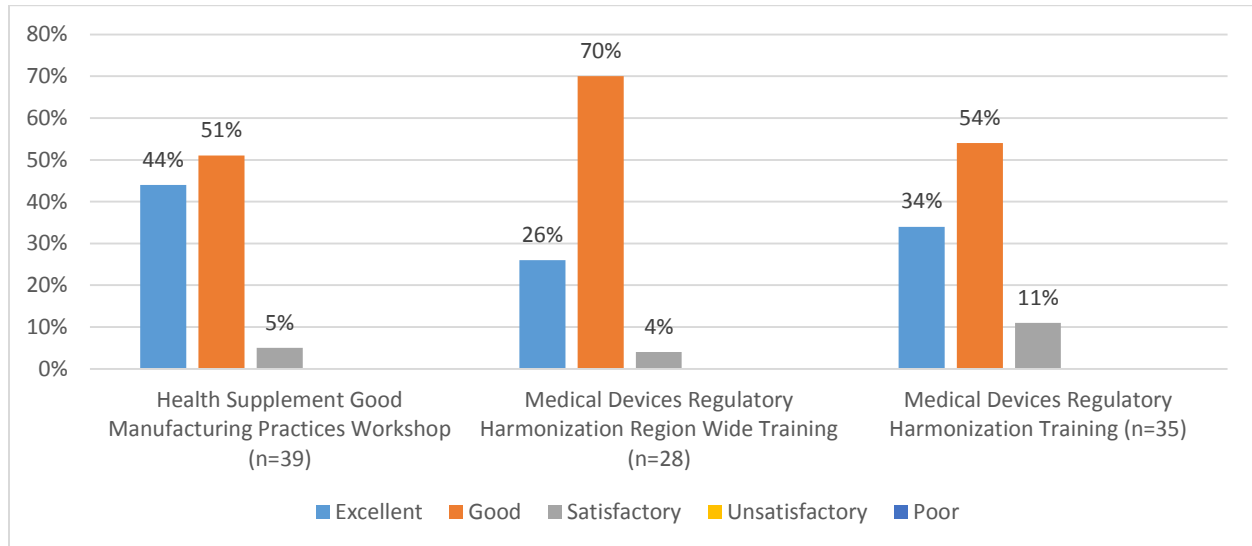
A total of 10 workshops on T&I issues were attended by 478 people (48% women) in FY2014. A further 3 workshops were conducted in FY2013 attended by 191 people (64% women).⁴

⁴ As this is the first annual report, the data for these workshops was not previously reported and is therefore covered here.

a. Level of Satisfaction

Feedback forms began to be systematically administered to workshop participants in 2014. Thus, comparable data is available for 3 workshops that took place in the latter half of FY14. Data for the 3 workshops in FY14 is shown in Figure 4. No respondents selected “unsatisfactory” or “poor.”

Figure 4: Overall Satisfaction - FY14 Q2-Q4

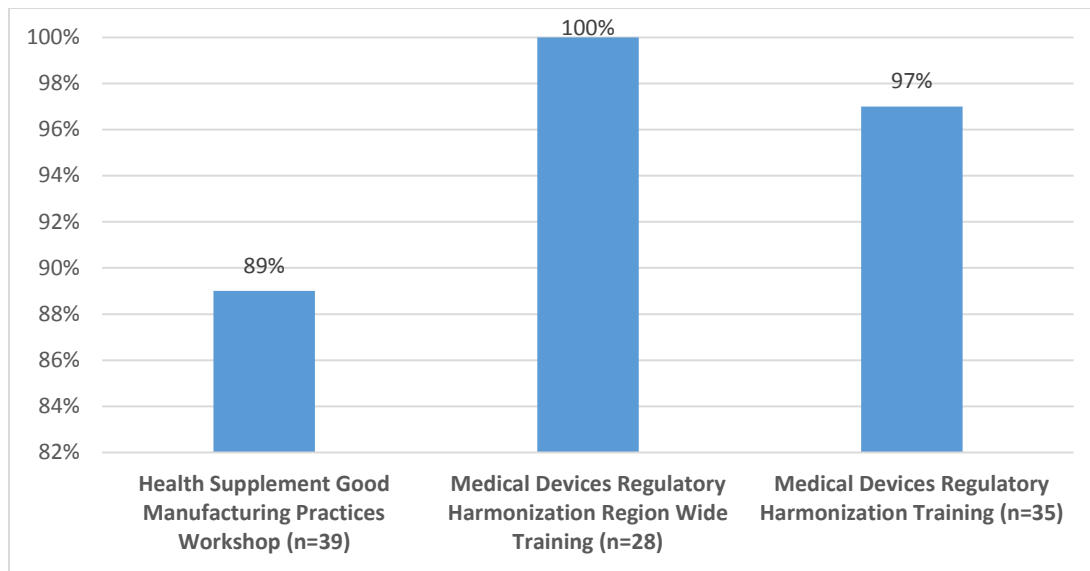


Considered as a group, the series of medical devices workshops had an average feedback of 35% of respondents who felt they were “excellent” and 58% who felt they were “good.” This was slightly less positive than the feedback for the health supplement workshop.

b. Knowledge Gained

The knowledge gained questionnaire has been implemented since calendar 2014 as well. The results for all workshops held in calendar 2014 are provided below.

Figure 5: Percent of Participants Who Gained Knowledge at T&I events (Oct 2013-Sept 2014)



NB: Data is for 3 workshops in FY14.

Levels of knowledge gained are extremely high for the series of workshops on medical devices (an aggregate average of 95%).

Work stream 3: Small and Medium Enterprise

The expected result for this work stream is that SMEs access information and resources to be competitive in the ASEAN economic community. ACTI's SME support activities aim to improve the capacity of ASEAN entrepreneurs, especially women and youth, to create and operate SMEs and thus promote equitable, inclusive development. Key deliverables this year included helping establish the U.S.-ASEAN Business Alliance for Competitive SMEs (the Business Alliance) and launching its work program.

1. Key Performance Indicators

The KPI data for the SME work stream is shown Table 3 below. In FY14, a total of 1,639 people (57% women) attended SME trainings or workshops.

Table 3: SME Work Stream FY14 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
3.1.1 Number of women entrepreneurs obtaining financing institutions	0	0	IT1. Days of technical assistance provided	250	369
3.1.2 Number of SME owners/ enablers receiving BDS	400 200 women	523 365 women	IT2. Studies completed	4	5
3.1.3 Number of individuals completing Online Academy	0	0			
3.1.4 Number of people benefitting from PPPs	600 300 women	1116 567 women			
OT1. person-hours of training provided	3,600	12,618			
OT2. % of workshop participants increased capacity	80%	84%			

As can be seen in Table 3, number of participants in trainings exceeded its target. Invitations to events are made through partner organizations and interest has been very high. Average attendance at the SME events in FY14 was 109 people. As a result, the person hours of training target was also far surpassed the target set. In addition, ACTI has reached slightly over the 50% female attendance target.

2. Training Statistics

During 2014, ACTI organized a total of 15 SME related events, of which 8 were held in cooperation with the Business Alliance.⁵

⁵ The total includes a series of inception roundtables were held in CLMV during November 2013 to identify SME preferences and needs. Since these were fact-finding rather than training events, they have not been counted in the data reported below.

a. Level of Satisfaction

Feedback forms were distributed at 9 of the 12 workshops. Of these 9 workshops, 4 related to ICT use by firms. Overall levels of satisfaction with these workshops is shown in Figure 6 and 7 below.

Figure 6: Overall Satisfaction with ICT Workshops for SMEs

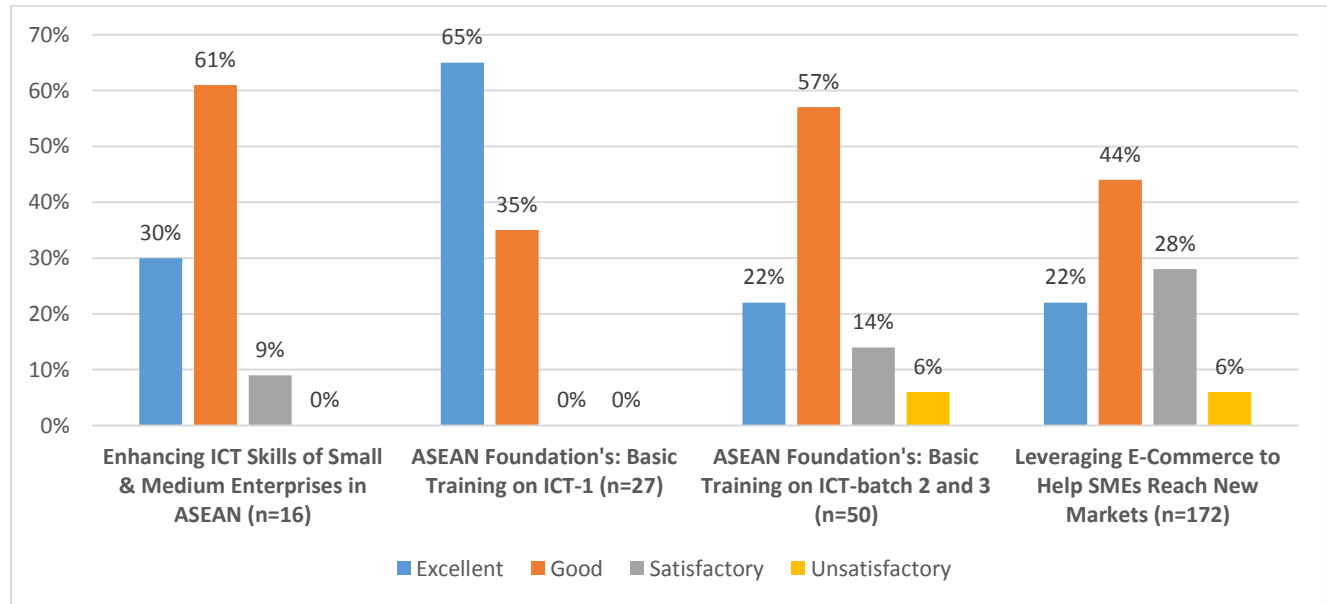
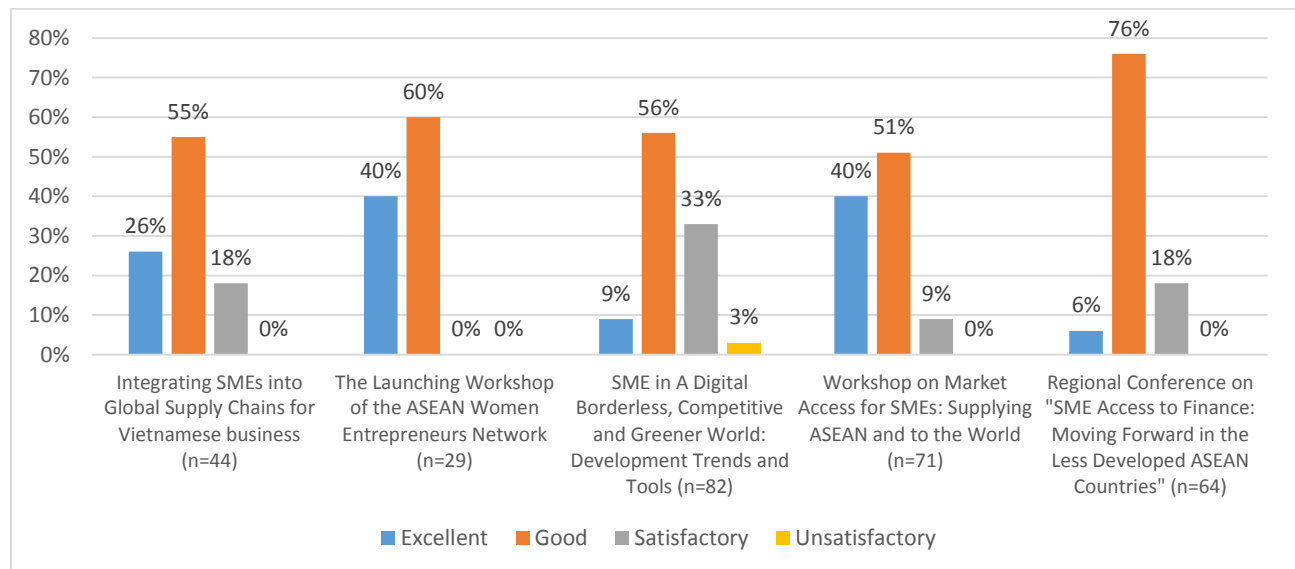


Figure 7: Overall Satisfaction with SME Workshops FY14 (non-ICT)



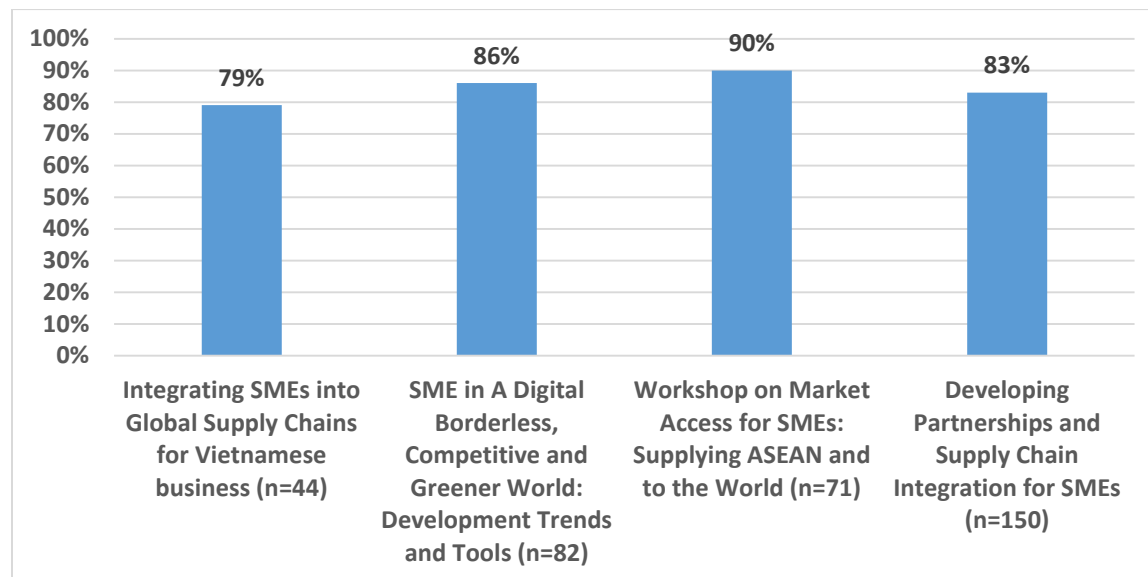
Satisfaction with three activities: Basic ICT Training batches 2 & 3, Leveraging e-Commerce to Help SMEs Reach New Markets (Jakarta), and SME in a Digital, Borderless, Competitive, and Greener World, were lower than for other workshops. The low score for the Basic ICT training was driven by poor internet access and dissatisfaction with the short length of the training. The other two workshops were

our large SME events in Jakarta and Kuala Lumpur. The poor satisfaction scores point to a need to improve the materials offered on ICT-related topics compared to the materials on supply chains which seem to have greater appeal to SMEs. This may well be due to SMEs feeling that they know more about ICT matters. ACTI will be investigating this trend further.

b. Knowledge Gained

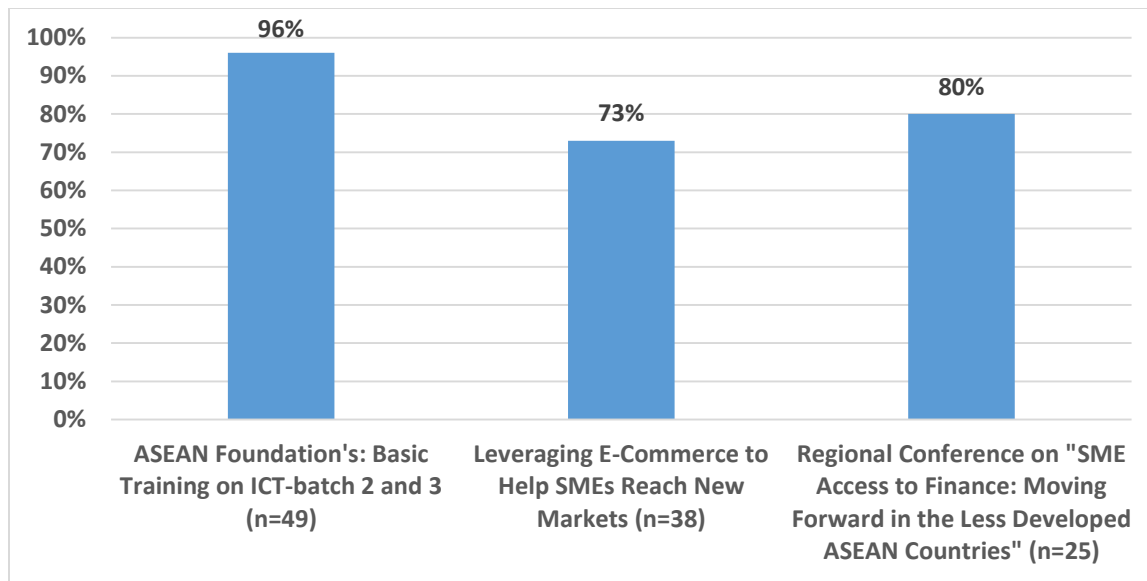
The questionnaires on knowledge gained were administered for 7 of the 15 SME events held in FY14. Among those events focused on supply chain integration and access to markets, an average 84% of participants self-assessed as having increased at least 10% capacity.

Figure 8: Knowledge Gained - SME Market Access and Supply Chain Workshops



For SME workshops on other topics, such as ICT and access to finance, results were similar. However, reflecting the relatively lower satisfaction rates with the e-commerce event, the proportion of respondents who felt they learned something useful in that workshop was also slightly below target.

Figure 9: Knowledge Gained - SME ICT and Finance Workshops



NB: Response rates for the e-commerce event were only 22% of participants and for the SME Finance workshop were only 14% and so results should be treated with caution as there may be bias among respondents.

Work stream 4: Energy

The expected result for this work stream is increased awareness of information to promote the use of clean and efficient energy. Activity in this work stream was limited in 2014 with the completion of one workshop and the launching of the development of a tool to estimate the impacts of climate change on hydropower project.

1. Key Performance Indicators

KPI results for FY14 specific to this work stream are summarized in Table 4 below.

Table 4: Energy Work Stream FY14 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
OT1. person-hours of training provided	360	216	IT1. Days of technical assistance provided	50	52
OT2. % of workshop participants increased capacity	80%	93%	IT2. Studies completed	0	0
OT3. Number of activities completed	2	1			

The shortfall in person hours of training provided due not to have ACTI organize a workshop on civil nuclear safety. With this US government decision, the number of activities completed in 2014 was reduced by one and our person-hours of training were thus limited.

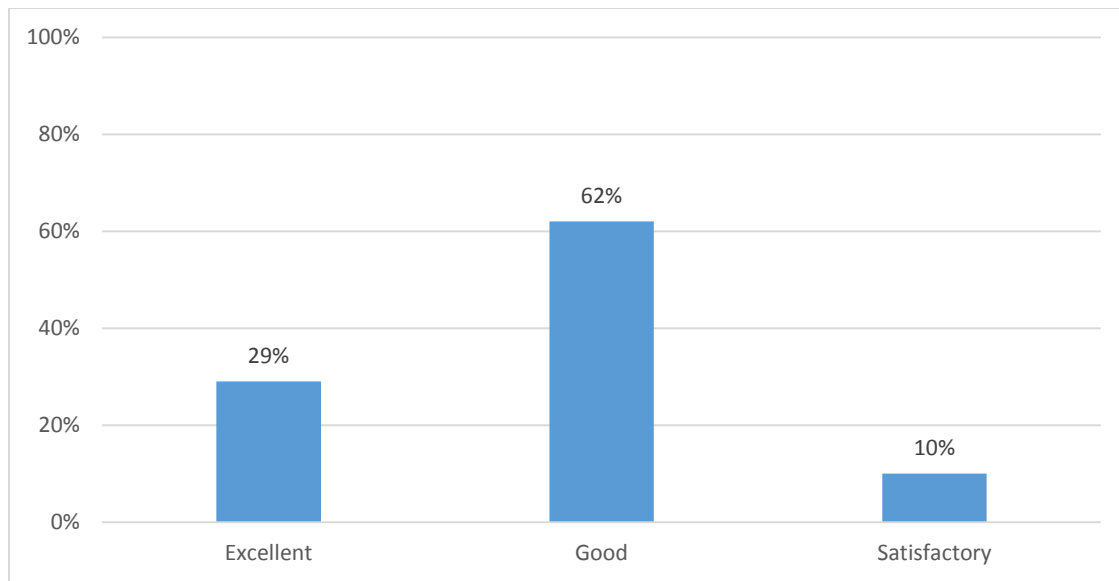
2. Training Statistics

In FY14, one workshop was held on energy. The topic was rural electrification. A total of 36 participants attended (28% women).

a. Level of Satisfaction

Levels of satisfaction with that workshop are shown in Figure 11.

Figure 10: Overall Satisfaction



N= 22 of 36 participants

The response rate to the feedback form was 61% and no respondent selected the two possible negative responses.

b. Knowledge Gained

Based on a 42% response rate to the knowledge gained questionnaires, the proportion of participants whose self-assessed knowledge on the subject matter improved was 93%.

Work stream 5: Information and Communication Technology

The expected result for this work stream is increased ASEAN awareness of technologies and policies that allow for expanded rural broadband access. Activities under this work stream in 2014 included the drafting of a work program on regional cybersecurity and the launch of a case study of a pilot project on the use of TV White Space technology to expand broadband access in Indonesia.

1. Key Performance Indicators

KPI results for FY14 specific to this work stream are summarized in Table 5 below.

Table 5: ICT Work Stream FY14 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
5.1.1. Number of workshops or trainings presenting information on technologies and policies	0	0	IT1. Days of technical assistance provided	50	84
OT1. person-hours of training provided	0	0	IT2. Studies completed	1	1
OT2. % of workshop participants increased capacity	80%	N/A			

In terms of expected deliverables, targets for the year included 50 hours of technical assistance and one study. Actual results included 84 hours of technical assistance and a study was completed on cybersecurity. The Days of Technical Assistance Provided indicator was exceeded significantly due to more management time being included in the overall total as ACTI worked to expand the reach of this work stream.

2. Training Statistics

No workshops were conducted in 2014 on the ICT work stream and thus there are no statistics on satisfaction or knowledge gained.

Overall Project Reference Indices

Indicators	Baseline (October 2013)	October 2014
Reference Index 1: Overall Project Reference -Ranking of the ASEAN Member States in the World Bank Ease of Doing Business index (Source: World Bank Doing Business 2014 and 2015)	Avg. ASEAN Rankings 2013 - 2014: 88.9/189 countries CLMV: 144.3/189 countries	Avg. ASEAN Rankings 2014 - 2015: 89.3/189 countries CLMV: 134.5/189 countries
Reference Index 2: ASW – World Bank Doing Business “Time to import” indicator (Source: World Bank Doing Business 2014 and 2015)	Avg. Time to Import: 17.5 days CLMV: 24.5 days	Avg. Time to Import: 17.4 days CLMV: 23.3 days
Reference Index 3: Trade and Investment (Source: ASEAN Community in Figures – Special Edition, ASEAN Statistics)		
a. ASEAN total volume of trade	(US\$ billion 2012) \$2,476.4	(US\$ million 2013) \$2,511.5
b. ASEAN Foreign Direct Investment	(US\$ billion for 2012) \$114.3	(US\$ billion for 2013) \$122.4
Reference Index 4: Energy –Total Primary Energy Supply/Real GDP	0.457 toe/1000 2005 USD 2012⁶	0.442 toe/1000 2005 USD 2013⁷
Reference Index 5: Fixed and Wireless Broadband Subscriptions per 100 population	21.3 per 100 population 2012⁸	29.8 per 100 population 2013⁹

As shown in the table, ASEAN’s overall ranking in the World Bank Ease of Doing Business Rankings fell slightly over the past year. This masks large decline in the ranking of Brunei (from 59th to 101st). CLMV countries improved from 144.3 to 134.5 due to significant increases in the rankings of Vietnam (99th to 78th), the Philippines (108th to 95th) and Laos (159th to 148th).

⁶ Key World Energy Statistics, as of 2013 by International Energy Agency. (Data exclude Lao PDR as it is not listed by IEA)

⁷ Key World Energy Statistics, as of 2014 by International Energy Agency. (Data exclude Lao PDR)

⁸ International Telecommunications Union Data as of April 2014

⁹ International Telecommunications Union Data as of October 2014

Overall time to import in the region was nearly unchanged, moving from 17.5 days to 17.4 days. The improvement was in the CLMV countries which improved from 24.5 days to 23.3 days. ASEAN's trade and investment flows showed small improvements over the past year with total trade rising by over 1% and FDI increasing by 8%. Total energy use per dollar of real GDP fell slightly suggesting that the region is improving its energy efficiency. The most significant change in the reference indices is in broadband connectivity, or more accurately wireless broadband connectivity. Between 2012 and 2013 there was a 40% increase in broadband connectivity in the region, virtually entirely composed of new wireless broadband connections.